

calls ("call control"). Notifications may include playing a sound to the user over the user's computer, popping an active screen that provides information regarding the call (such as the screen 401 of **Figure 4**), or changing the icon (for example, changing the pointer momentarily to a telephone icon when an incoming call is being received). The user configures the number of notifications saved by the system in a box 908.

[0048] Referring to **Figure 10**, an "Advanced" button 902, causes an advanced setup screen 1004 to be displayed. A default event extension box 1006 displays a list of all predefined call routing codes or extensions predefined by the user (such as "20 office," "10 home," and "70 message center"). In the example of **Figure 10**, during an event or appointment scheduled on the user's calendar (through the contact management software), calls are routed by default to the message center under call routing option 70. Of course, certain calls may be predefined, as noted herein, to be routed directly to the user at a phone associated with the event (such as calls from the user's superiors routed automatically to an extension of a phone in a conference room for the event). An "After Event Location" box 1008 allows the user to select any predefined call routing codes, from a drop-down menu, and to enter any associated numbers in a box 1010. In the example of **Figure 10**, after any calendared events, calls are routed by default according to the predefined call routing option "20 office," which may route calls to the user's office phone. One or more of the call handling codes may not have a phone number associated with it, and thus the user may be required to enter a number in the after-event phone number box 1010 (as described below).

[0049] Referring to **Figure 11**, an "Attendant" button 1100 causes a setup attendant screen 1102 to be displayed. In screen 1102, the user may enter attendant telephone numbers in a box 1104. In a portion 1106, the user lists names of one or more attendants, and with each attendant, selects access options for that attendant, such as whether the selected attendant may access and route the user's faxes, voicemail, email, connection calls, or all general calls.

A delay box 1108 allows the user to select the number of seconds before the selected attendant is notified of an incoming call. For example, the user may wish to select a two-second delay that would allow the user to first determine how to handle an incoming call. After two seconds the system automatically routes the call to the selected attendant.

[0050] Referring to **Figure 12**, a "Monitor" button 1200 causes a setup monitor screen 1202 to be displayed. A list of other computer users the user is able to monitor appears in a portion 1204. A list of other computer users currently monitored appears in a portion 1206. Thus, the user may act as an attendant for others, to thereby monitor and handle other users' calls. Attendants and users being monitored do not need to be computer users, and do not need to be coupled directly to the computer of another.

[0051] **Figure 13** shows a new appointment screen 1300 generated by a calendaring aspect of the Microsoft Outlook™ contact management software. Much of the screen 1300 is standard under the Outlook™ software application. However, as shown in Figure 13, the screen 1300 also includes an extension field 1302 and phone number field 1304. The extension field allows the user to associate a call handling code (such as "20 office," "10 home," and the like as discussed above) with respect to an appointment scheduled by the user. Thus, during the scheduled appointment, calls to the user are handled according to the associated call handling code previously established by the user.

[0052] One or more call handling codes may not have associated phone numbers. For example, the user may have predefined an "80 hotel" code that defines how calls are to be handled when the user is at a hotel room. In this situation, the user may then enter a phone number in the phone number field 1304 associated with a particular hotel at which the user will be staying. The phone number may be entered before the user travels to the hotel, or the user may enter the phone number while at the hotel, by logging in to the registration server 106 via the Internet 110, and uploading this number for storage in the calendar events database 109.

[0053] Traditional communication management systems provide for management of one type of communication on one type of platform. For example, while a voice mail system allows user management of voice mail messages, an electronic contact management system such as Microsoft Outlook™ or Lotus Notes™ allows management of email destined for one email address. An electronic contact management system further provides a configurable user database that stores extensive contact information and history information related to past communications. A cellular phone message service, on the other hand, allows management of all voice calls placed to a particular cellular phone or forwarded to the particular cellular phone. Existing systems do not provide access to communication management capability across devices while simultaneously providing access to contact information and communication history information.

[0054] In another alternative embodiment, the above functionality is provided to such existing communication management systems. In this alternative embodiment, the user configures and uses the TSPS 103 through the user interface of the contact management software 114, where the contact management software is a standard, off-the-shelf product (e.g. Lotus Notes™ or Microsoft Outlook™). This user interface will be described with reference to **Figures 14-27**. The contact management software 114 interfaces with the interface component 113 through open APIs. The contact management software 114 is configurable through its graphical user interface and through its APIs.

[0055] **Figure 14** shows a typical Microsoft Outlook™ inbox screen 1400. The tool bar 1404 however includes a button for "iControl", which is an embodiment of a communication management system including a TSPS, as noted above. The iControl button and associates buttons are added to the Outlook™ user interface. "Profile", "Call History", and "Status" buttons to the right of the iControl button are each associated with call management and handling functions under this embodiment. By clicking the "Profile" button, an options screen 1402 is displayed that allows user configuration of iControl as shown and described herein. Specifically, the user may configure user account options (**Figure 15**), notification